

ADULT 101: CAREER PLANNING

WORKPLACE READINESS: THE BEST WAYS TO GET (AND KEEP) A JOB



OVERVIEW: An interactive presentation designed to introduce teens to the basics of creating a resume, starting a job search, preparing for an interview and beginning to think about the future.

OPTIONAL PROGRAM TITLES AND DESCRIPTIONS:

Be the #1 Job Candidate

Want to learn some tips on how to get (and keep) a job? Look no further than the library! Stop by this program to learn the process of getting a job, from the job search, applying for positions, and the interview, to standard practices in the workplace.

You're Hired!

Want to learn some tips on how to get (and keep) a job? Look no further than the library! Stop by this program to learn the process of getting a job, from the job search, applying for positions, and the interview, to standard practices in the workplace.



This program will encourage teens to prepare for adulthood and entry into the workforce by introducing basic job search strategies and preparations needed to obtain a job.

PREP TIME: 30 minutes

PROGRAM TIME: 1 hour

CLEAN-UP TIME: 30 - 45 minutes

STAFF REQUIRED: 1 librarian

MATERIALS IN THE PIAB:

- PIAB Instructions
- Handouts
 - Mock Interview Activity Instructions (Attached)
 - Sample Resume (Attached)
 - Sample Cover Letter (Attached)
 - Understanding Your Paycheck (Attached)

ADDITIONAL SUPPLIES (NOT PROVIDED IN PIAB):

- Laptop (you may request one from your Regional Office or Teen Services)
- Projector (you may request one from your Regional Office or Teen Services)

PROGRAM INSTRUCTIONS

1. Start the program by giving teens the Adult 101 Pre-program Survey.
2. *Let teens know that the purpose of this activity is by introducing basic job search strategies and preparations needed to obtain a job.*
3. **Icebreaker** (approximately 5 minutes)
Ask teens what types of jobs interest them. Where do they see themselves 5 or 10 years from now?
4. **PowerPoint Presentation** (5 – 10 minutes)
This PowerPoint presentation is optional, but really useful! Use this for a formal presentation or keep it informal and use PowerPoint lecture notes as talking points without the slides. The PowerPoint and lecture notes are located on the USB provided with the Adult 101 Library Binder.
5. **Be sure to share the suggested titles** with the teens and make connections between the library's resource material and adulthood. For example, share that Tutor.com offers job search and resume review assistance.
6. **Activity Preparation**
Review the PowerPoint presentation and the library's career planning resources in advance (a few days to a week) of your program. There are a lot of talking points and several optional activities (ex. creating a collage of potential interview outfits, mock interviews, etc.) and what you include will depend on the size, interests, and attention span of your particular group of teens. It may also be useful to get a sense of what businesses in your neighborhood typically hire teens and young adults, so you're able to provide relevant examples.
7. **Activity #1** (45 minutes - 1 hour)

Searching for Jobs

- Discuss tips on job searching, our career resources, vetting a "good" job opportunity.
- Demonstrate resources on the library's web site as well as items local to the library.
- Tools for Job Seekers page can be accessed through Resources on lacountylibrary.org
- Newspaper: Using the LA Times or other newspaper in your library collection, show them where the print classified ads are for employment opportunities. Mention that most newspapers also make their employment listings available for free on their websites.

8. Activity #2

The Application

After some job searching and networking, you have found a job opening that you are really interested in.

- Now it's time to:
- 1) Prepare a great resume.
 - 2) Get your references lined up.
 - 3) Write a cover letter.

4) Fill out the application.

- Discuss skills assessment. What if I don't have any "real" job experience? Ask teens to brainstorm as a group (w/ a show of hands) for suggestions that they and their peers can transition to "experience" on a resume or application.
- Volunteer Recruitment Tie-In: Mention that a great way to earn work experience as a teen is to volunteer. Hand out volunteer applications. Let the teens know that the types of questions that we ask on our volunteer applications are often the types of questions asked on a basic job application. Haven't thought about your references? Now is a great time to ask those that know you best (adults that are not family members) if they can be a reference and get all of their contact information. Remember: it's best to give any reference a heads up so that they are prepared when they are contacted by a potential employer!
- •Activity: Pass out sample resume, cover letter, and application. Go over tips for completing these so that your application gets noticed.
- •Web Tour: <http://careertransitions.galegroup.com/home.do>
 - Select "Write a Resume", then show them how they can use the "Build a Resume" link to fill in their resume item by item.
 - Select "Write a Cover Letter", the same option is available to "Write a Cover Letter"
- Handouts:
 - Resume Formats
 - How to Write an Effective Cover Letter

9. Activity #3

Preparing for an Interview

Congratulations! You have been invited to interview for a (fake) job. Today you will be working in pairs to practice introductions, body language, and your answers to typical interview questions. Each of you will have a turn as the interviewer and interviewee.

Directions: Take a few minutes to review the tips and questions below before getting started. Also decide on the type of job (cashier, salesperson, etc.) and business (Taco Bell, Hot Topic, etc.) you are interviewing for – making it realistic will help you be specific in your answers.



Once you're ready to begin, set a timer (or ask the librarian to set a timer) for 10 minutes per mock interview. Try to picture yourself in an actual office across from an actual manager. **The more you practice, the less nervous you will feel for the real thing.**

First impressions: It's not just what you say during an interview, but also how you present yourself that matters. Here are some tips to keep in mind:

- Introduce yourself and shake hands when you arrive.
- Maintain eye contact and smile.
- Occasionally nod your head to indicate that you are actively listening when the interviewer is speaking.
- Speak clearly and avoid slang.
- Be aware of your body language.
 - Sit up straight in your chair.
 - Don't cross your arms.
 - Try to avoid fidgeting or nervous habits like touching your hair or fingernails.
 - Keep a pleasant expression on your face.
- Prepare a couple of questions to ask the interviewer at the end.
- Thank the interviewers for their time at the end of the interview and shake hands again.

Possible interview questions: Every interview is different, but many interviewers will choose questions that will touch on similar topics like your work or volunteer history, ability to cooperate with others, problem solving abilities, and your motivation. Answers should be brief and positive.

Come up with a few talking points (no need for scripted responses!) that speak to these areas and you'll be able to demonstrate your qualifications and interest in the position.

Each interviewer should pick 3 of the following questions:

- Tell me about your previous work experience.
- What made you want to apply for this job?
- How would you describe your ability to work on a team?
- Can you recall a problem you encountered recently and how you went about solving it?
- How do you work under pressure?
- What do you consider to be your greatest strengths, weaknesses or faults?
- How do you think a teacher who knows you well would describe you?
- If you didn't understand an instruction, what would you do?
- Have you ever had any difficulty with a supervisor or a teacher?
- What has been your most rewarding accomplishment?
- Do you have any other questions?

Discussion: After each of you have had the chance to practice, discuss your first impression and answers. What do you think went well? Could your answers be more concise? Were there any points or examples you could have included? Write these down as notes to keep in mind when you practice again later.

Adult 101: Tips for Successful Interviews ***Prepare, Rehearse, and Rock the Interview***

BEFORE:

- Learn about the company. Check the company website and social media.
- Check personal grooming and professional attire. Wear conservative, well-fitting clothing that is clean and pressed.
- Prepare answers for questions and practice for the interview.
- Have questions ready to ask interviewer.

DURING:

- Be aware of body language. Shake hands, smile, make eye contact, and do not gesture too much.
- Use a confident voice. Don't speak too fast.
- Listen closely to questions. Answer the question clearly.
- To conclude, shake hands, thank the person for the interview, and say goodbye.

AFTER:

- Contact your references.
- Send thank you note to your interviewer right away.

10. Activity #4

You Got the Job! Get Out There and Succeed!

Now it's time to:

- 1) Look the part.
- 2) Do the job.
- 3) Play nice.

- Activity: True or False quiz covering topics related to successful job performance, such as dressing for success, punctuality, work ethic, taking initiative, professional demeanor, phone and email etiquette, communication, interpersonal skills, and conflict resolution. Post "TRUE" and "FALSE" signs on opposite sides of the room. Ask teens to move to each side of the room to answer each question asked.
- Handout: Tips for Successful Job Performance
- Additional quick tip on how to decipher your paycheck: Where does all the money go? While we will be covering finances in another program, we thought it might be helpful to explain what you'll find on your paycheck.
- Handout: Understanding Your Paycheck

Adult 101: Job Performance True/False Quiz

(You can use the printable handouts for this quiz or the embedded PowerPoint)

- A. It doesn't matter what you wear as long as you follow the dress code.

False: *Image is important and gets noticed. Dress for success.*

- B. Learning the unwritten rules of the workplace will help you fit into the work culture and get along with your coworkers.

True: *It's important to pay attention and learn these rules as quickly as possible.*

- C. If you are going to be absent or late, call and speak directly to your supervisor as soon as possible.

True: *Don't text or leave a voicemail message. Being punctual and reliable is important.*

D. You can use your phone during worktime.

False: *Personal activities, such as texting and posting, are limited to break and lunch times.*

E. Be careful when talking or posting about your job and boss or coworkers.

False: *Don't do it. What you say or post to social media can get back to them.*

F. Work hard and volunteer to take on additional responsibilities.

True: *This shows initiative and a strong work ethic, qualities that lead to success in the workplace.*

G. Always follow the script for answering the phone at work.

True: *Be consistent and professional.*

H. If you are having problems getting along with a coworker, go directly to your supervisor to complain about it.

False: *Talk in a calm and positive manner about the problem to the person first. If you are unable to resolve issues, then bring it up to your supervisor.*

I. When sending work email, keep it short and to the point and proofread before hitting send. Spell everything out and skip the ALL CAPS or all lowercase.

True: *Always check your emails to make sure they are correct, clear and concise. Don't use work email for personal or emotionally charged messages.*

J. Success in the workplace relies on your interpersonal and communication skills, not just your professional knowledge.

True: *The message you send should always be one of professionalism and respect. Poor communication skills can get you fired.*

11. Activity #5

Pass out Adult 101 Post-program Survey to Teens.

TRUE

FALSE

Adult 101: Resume Formats

The three primary types of resume formats include Chronological, Functional, and Hybrid. Knowing which format to use depends on a person's background, qualifications, and knowledge of a position's requirements.

Chronological Resume

Most employers prefer chronological resumes, where positions are listed in reverse chronological order. This format is most appropriate for people who have had steady, upward progression in one field. If an applicant switched jobs repeatedly, held multiple short-term positions, or has significant employment gaps, a functional resume format may be preferable.

Functional Resume

A functional resume begins with the most important skills necessary for a targeted position, and highlights accomplishments and abilities under skill headings without indicating where that experience was obtained. Position titles and companies are merely listed at the end of the resume. Dates may or may not be included, particularly if there were significant gaps or short-term positions. Employers are often suspicious of functional resumes as they believe a candidate may be hiding something. However, for some people, a functional resume may be the best choice.

Functional resumes are not recommended for people applying online for positions because computer scanners may reject an application outright if it contains employment gaps, experience that is not recent, or prior positions that do not match the specific job. For the most part, it is recommended to limit the use of functional resumes to informal networking meetings.

Hybrid Resume

A hybrid resume is one where a job seeker can pick and choose the most relevant information to include on a resume, listing the most impressive information first. Sections such as "Relevant Experience," "Core Competencies," or "Skills Summary" are good ways to point employers to areas the applicant considers most noteworthy.

Applicants may wish to prepare multiple versions of their resume, tailoring each one to requirements from targeted openings which put them in the best light. A good resume is not an autobiography; rather it is a marketing tool designed to persuade the reader to invite a candidate for a personal interview.

Source: Career Transitions
(<http://careertransitions.galegroup.com/secure/improveArticle.do?topicId=AAA000034049&documentOffset=6>)

VICTORIA REED

1 Main Street, New Cityland, CA 91010 | | C: (555) 322-7337 example-email@example.com

Summary

Experienced Server bringing enthusiasm, dedication and an exceptional work ethic. Trained in customer service with knowledge of French cuisine. High energy and outgoing with a dedication to positive guest relations. High volume dining, customer service, and cash handling background.

Highlights

- Works well under pressure
- Exceptional interpersonal skills
- Trained in liquor, wine, and food service
- Master of sales techniques
- Food ingredients expert
- Point of Sale (POS) system operation
- California Food Handlers card
- Food safety understanding
- Upbeat, friendly, and positive
- Highly responsible and reliable

Experience

Head Waiter Jan 2011 to Current

Châteaux Le Marc — New Cityland, CA

- Train new waiters and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.
- Monitor dining room to ensure optimal guest experiences.
- Work with individual servers to improve performance.
- Answer customer inquiries and resolve issues promptly.
- Schedule wait and floor staff, approve time off, and rework loads as needed.

Waitress

Feb 2008 to Dec 2010

Grand-Père — New Cityland, CA

- Delivered exceptional, friendly, and fast service.
- Answered questions about menu selections and made recommendations when requested.
- Accurately recorded orders and partnered with team members to serve food and beverages that exceeded guests' expectations.
- Skillfully anticipated and addressed guests' service needs.
- Managed closing duties, including restocking items and reconciliation of the cash drawer.

Waitress

Apr 2006 to Jan 2008

Regis on the Balcony — New Cityland, CA

- Assisted guests with making menu choices in an informative and helpful fashion.
- Appropriately suggested additional items to customers to increase restaurant sales.
- Effectively communicated with kitchen staff regarding customer allergies, dietary needs, and other special requests.
- Regularly checked on guests to ensure satisfaction with each food course and beverages.
- Consistently adhered to quality expectations and standards.
- Routinely cleaned table linens, table settings, glassware, windowsills, carpets, counters, floors, storage areas, and service refrigerators.

Adult 101: How to Write an Effective Cover Letter

Cover letters are a professional introduction to your resume. They enable you to showcase your communication skills and provide a glimpse of your personality. Some employers won't even consider a resume that is not accompanied by a cover letter. Therefore, all resumes should be sent with a cover letter.

There are four steps to writing an effective cover letter. The first consideration is the heading and salutation. Your cover letter's heading should be the same as your resume. If using a template, be sure to update the company name/address and change the date. Whenever possible, address the letter to a specific person. If you don't have a specific contact name, use Attention: Hiring Manager.

The first paragraph of the cover letter is critical to making a positive first impression. This paragraph should attract the reader's attention. Be specific as to why you are writing and succinctly demonstrate your research of the company. Include a short summary of why you are a good candidate for the job. Capture the attention of the reader and avoid the "form letter" approach.

Instead of saying "I am writing in response to your advertisement in the newspaper" start with "Customer service can be defined as taking care of your customers, their needs and desires, in a professional and courteous manner. This describes my customer service philosophy and therefore I believe I am an excellent candidate for the Account Manager position with your company."

The second paragraph offers your chance to sell your skills. This is the part of the letter that contains the sales pitch. Outline the top reasons you are worthy of an interview. Focus on why you are qualified for the position with specific examples of accomplishments.

The closing paragraph should never close on a passive note. Tell the employer when you plan to follow up. Express an interest in the position and the company. Always thank them for taking the time to consider your qualifications.

Ensure your cover letter is free from spelling and grammar errors. Don't overuse the word "I." Remember the letter should highlight how you can benefit the company. Keep your letter short and simple, never longer than one page, preferably no more than four paragraphs. Always personally sign the letter when sending by mail or fax.

Source: Career Transitions <http://careertransitions.galegroup.com/secure/coverletter/welcome.do>

Craig Kunce

304 Fourth Avenue South
La Crosse, Wisconsin 54602
(608) 555-3480

craigkunce@gmail.com
Portfolio: craigkunce.com

Contact Information

April 00, 0000 **Date**

Mr. Alexander James
Art Director
Alexander James Art and Design
1234 WinCrest Drive
Pleasantville, MN 55601

**Name
Title
Company
Address**

**Your page design
should match Resume
and References**

**Don't
over-design or
clutter your page**

Title (Mr., Mrs., Dr.)

Reason for the letter

**Hard Skills, Experience,
Knowledge & Education.**

**Soft skills, personal goals,
excitement and enthusiasm**

**Enthusiasm, ACTION LINE,
state next step**

**I prefer black and
white, but some
color is okay**

Dear Mr. James,

Please consider me an applicant for your graphic design position. I was excited to learn of your opening on *Monster.com*, as your position fits my background, talents, and career goals. After reviewing your Web site, and researching your company and its products and services, I would consider it a privilege to work with you and your team.

I am a recent graduate of the Graphic Design program at Western Technical College. There, and as a freelance designer, I have gained valuable experience designing advertising and marketing material including brochures, logos, posters, advertisements, product packaging, Web sites, and booklets. I am proficient with industry-standard design software including Photoshop, Illustrator, InDesign, Quark, Dreamweaver, and Flash. I also have a working knowledge of preflighting files, prepress and the offset printing process.

I take great pride in the design work I create and always strive to deliver an effective, focused, and on-target product that fits my clients needs and goals. I am a creative, reliable, hard-working designer who can work well in a collaborative team environment or individually. I work well with clients and consider myself a strong communicator, presenter, and listener. My career goals are to continue to learn and grow as a graphic designer while utilizing my creativity, knowledge, education and people skills to benefit my employer.

I look forward to meeting with you to further discuss my qualifications, goals and portfolio of sample work. I will call your office next week to arrange a time to meet.

Thank you for your time and consideration.

Sincerely,

Craig Kunce

Enclosure: Resume and Color Samples

**Use wide margins
at least .75"**

Signature, black or blue ink

Adult 101: Tips for Successful Job Performance

Look the Part, Do the Job, Play Nice

LOOK THE PART:

- Dress for success.
- Always maintain a neat and clean appearance.
- Follow the dress code.

DO THE JOB:

- Be punctual. Follow your work schedule.
- Show initiative and work hard. Complete tasks on time. Be willing to take on additional responsibilities.
- Be a good listener and learner. Take notes, if necessary.
- Ask questions.
- Observe and pay attention. Learn the unwritten rules of the workplace.
- Develop your soft skills - organization, communication, teamwork, and problem-solving.

PLAY NICE:

- Be positive. People who are enthusiastic about their work and are willing to learn new tasks are more successful.
- Get along with your boss and coworkers. Build positive relationships. Keep personal activities and problems at home.
- Avoid office politics. Don't gossip.

UNDERSTANDING YOUR PAYCHECK

Where's All My Money?

Pay stub for an employee paid an hourly wage

The diagram shows a pay stub with several callout boxes explaining its components:

- The name and address of the legal entity that is the employer:** Points to "SMITH AND COMPANY, INC. 123 West Street Smalltown, CA 98765".
- Last 4 digits of the employee's social security number or an employee ID number:** Points to "XXX-XX-6789".
- All applicable hourly rates:** Points to the "PAY RATE" section showing "18.00 regular" and "27.00 overtime".
- The inclusive dates of the period for which the employee is paid:** Points to the "PAY PERIOD" showing "2/11/02 to 2/17/02".
- Name of the employee:** Points to "Johnson, Bob".
- Total hours worked:** Points to the "EARNINGS" table, specifically the "HOURS" column.
- Gross wages earned:** Points to the "GROSS EARNINGS" line item.
- All deductions:** Points to the "DEDUCTIONS" table.
- Net wages earned:** Points to the "NET EARNINGS" line item.

SMITH AND COMPANY, INC. 123 West Street Smalltown, CA 98765		
EMPLOYEE Johnson, Bob	SOCIAL SECURITY NO. XXX-XX-6789	PAY RATE 18.00 regular 27.00 overtime
		PAY PERIOD 2/11/02 to 2/17/02
EARNINGS	HOURS	AMOUNT
Regular	40.00	720.00
Overtime	2.00	54.00
GROSS EARNINGS:		774.00
TOTAL DEDUCTED:		217.04
NET EARNINGS:		556.96

DEDUCTIONS	AMOUNT
Federal W/H	60.45
FICA	49.67
Medicare	12.36
CA State W/H	10.04
CA State DI	7.12
401k	77.40

This pay stub is not applicable to an employee whose compensation is solely based on a salary and who is exempt from payment of overtime under Labor Code section 515(a) or any applicable IWC order.

Source: CA Department of Industrial Relations (<https://www.dir.ca.gov/dlse/paystub.pdf>)

Deductions Defined:

Federal W/H: Federal Income Tax

FICA & Medicare: Healthcare Taxes

CA State W/H: California State Income Tax

CA State DI: California State Disability

401K: An optional withholding offered by some jobs to save towards retirement

SUGGESTED TITLES

Nonfiction



YA 371.425 CHRISTEN

What Color Is Your Parachute? For Teens: Discover Yourself, Design Your Future, and Plan for Your Dream Job by Carol Christen

ISBN: 9781607745778

This updated career guide for teens draws on the principles of "What Color Is Your Parachute?" to help high school and college students zero in on their favorite skills and find their perfect major or career.

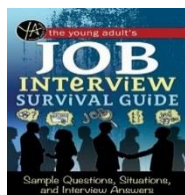


YA 332.024 MCGUIRE

The Teen Money Manual by Kara McGuire

ISBN: 9781623701352

Provides a comprehensive guide for teenagers to saving, spending, and earning money, and includes information on starting a business, preparing for interviews, opening a bank account, and purchasing car and property insurance.

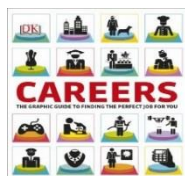


YA 650.144 YOUNG

The Young Adult's Survival Guide to Interviews: Finding the Job and Nailing the Interview by Rebekah Sack

ISBN: 9781601389909

"Learn all the tips and tricks you need in order to land the summer job you've had your eye on or to get that camp counselor position you've always wanted."

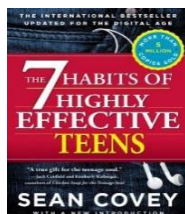


J 331.702 CAREERS

Careers: The Graphic Guide to Finding the Perfect Job for You

ISBN: 9781465429735

With career paths, skills guides, industry profiles, and more, this book is guaranteed to show you the way from high school to the right job for you

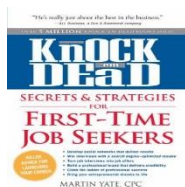


YA 155.5 COVEY

The 7 Habits of Highly Effective Teens by Sean Covey

ISBN: 9781476764665

"Imagine you had a roadmap—a step-by-step guide to help you get from where you are now, to where you want to be in the future. Your goals, your dreams, your plans...they are all within reach. You just need the tools to help you get there."

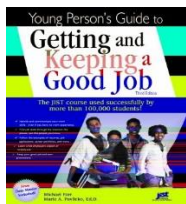


650.14 YATE

Knock 'em Dead: Secrets and Strategies for First-Time Job Seekers by Martin Yate

ISBN: 9781440536786

It's tough landing your first job out of school and starting that climb up the ladder of success in such an uncertain world. Here are the tips and strategies you need to make sense of the world of work and weave your dreams into long-term success.

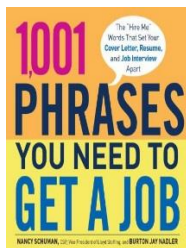


650.14

Young Person's Guide to Getting and Keeping a Good Job by Michael Farr

ISBN: 1593570856

Whether young people are seeking a part-time job, internship, summer job, or their first full-time job, this workbook can teach them how to approach their job search on the right foot and make the most of their employment experience.

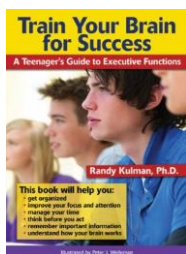


650.14 SCHUMAN

1,001 Phrases You Need to Get a Job: The "Hire Me" Words That Set Your Cover Letter, Resume, and Job Interview Apart by Nancy Schuman

ISBN: 9781440538872

It's not enough to have the talent and experience to land the right job—you must be able to put that talent and experience into words. With just the right phrase, you can highlight your achievements in your resume, make the cover letter pitch that sets you apart from the crowd, and underscore your unique skill set in the interview that lands you the job.

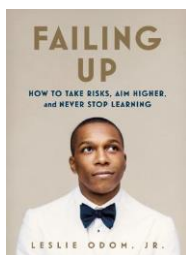


YA 370.1523 KULMAN

Train Your Brain for Success: A Teenager's Guide to Executive Functions by Randy Kulman

ISBN: 9781886941762

Defines executive functions as a set of thinking, problem-solving, and self-control skills; demonstrates the ways teens use them in school, at home, and in their other activities; and shows how they can be improved through sustained effort.



YA 158.1 ODOM

Failing Up: How to Take Risks, Aim Higher, and Never Stop Learning by Leslie Odom

ISBN: 9781250139962

With personal stories from his life, Odom asks the questions that will help you unlock your true potential and achieve your goals even when they seem impossible. This title will inspire and motivate you for the greatness that lies ahead, whether you're graduating from college, starting a new job, or just looking to live each day to the fullest.

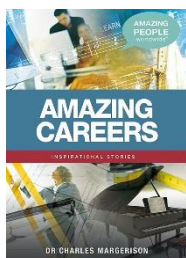
Ebooks



Finding a Job/Dream Jobs (Job Skills) by PJ Gray and M.G. Higgins

ISBN: 1630788104

Contains a nonfiction and fiction side (a two for one!) that helps teens with topics such as preparing a resume, finding a job, job interview basics, how to act in the workplace, and employee rights.



Amazing Careers by Charles Margerison

ISBN: 9781921629365

How did Charles Darwin, Albert Einstein and Coco Chanel choose their careers? Discover how these and other high achievers became successful with this title. Some people choose their job because of strong convictions while others are motivated by salary. This book provides a unique insight into lives of people who had exciting and interesting careers and can help provide inspiration to you in your own career path.

Online Resources

- Universal Class – search for courses such as *Interview Skills*, *Business Etiquette*, *Resume Writing 101*
- Gale Courses – search for courses like *Twelve Steps to a Successful Job Search* and *Resume Writing Workshop*
- Tutor.com – Live tutors are available for career help including resume review and job searching